

Financial Counselling Australia Appointment Booking System (Booking System)

Privacy Collection Notice

This notice is required by law and provides you with information about the privacy of your collected information. It is provided by Financial Counselling Australia and on behalf of the financial counselling agencies that participate in the Booking System. The contact details of all these organisations is at the foot of this notice.

Your personal information is collected for the purposes of booking you an appointment with a financial counsellor employed by one of the four financial counselling agencies participating in the Booking System and then for use by your financial counsellor in providing you with financial counselling services.

Depending on your circumstances, some information may be collected that is classified by law as sensitive information, for example, information about your language background.

Without the collected information, it will not be possible or it will be harder to direct you to a financial counsellor that meets your needs.

Your collected information will be stored in a secured database. This is only able to be accessed by:

- the financial counselling agency who booked your appointment
- the financial counselling agency with whom your appointment is made, and
- the Financial Counselling Australia administrators of the Booking System.

Your personal information may also form part of de-identified information (no names or identifying details included) that is provided to Australian Government Department of Social Services (DSS). De-identified information is sent to DSS to assist DSS to assess the performance of the National Debt Helpline and for related research purposes.

Your personal information will not be provided to any overseas recipients.

Each of the organisations involved in the Booking System has a privacy policy (links given below). You can read these to find out more information about how you can access your personal information, seek to correct your personal information and make a complaint about a breach of privacy. Also how complaints about a breach of privacy are dealt with.

State/Territory	Organisation	Link to Privacy Policy	Contact details
Australia	Financial Counselling Australia	https://ndh.org.au/privacy/	Ph: 0402 923 750
Western Australia	St Vincent de Paul	https://www.vinnies.org.au/privacypolicy	Ph: 02 6202 1200
Western Australia	Uniting WA	https://unitingwa.org.au/privacy-policy/	Ph: 1300 663 298

Western Australia	Midlas	http://www.midlas.org.au/privacy/	Ph: 08 9250 2123
Western Australia	Communicare	https://www.communicare.org.au/Privacy-Policy	Ph: 08 9251 5777
Western Australia	Money Mentors	https://moneymentors.org.au/	Ph: 08 9581 1281
Western Australia	The Spiers Centre	https://www.thespierscentre.com.au/governance/governance-documents/	Ph: 08 9401 2699
Western Australia	Blue Sky Community Group	https://blueskygroup.com.au/	Ph: 08 9376 9999
Western Australia	Gosnells Community Legal Centre	https://gosclc.com.au/wp-content/uploads/2023/01/Privacy-Policy.pdf	Ph: 08 9398 1455
Northern Territory	Anglicare NT	https://www.anglicare-nt.org.au/contact-us/policies/	Ph: 08 8985 0000